

## Customer Service Report for SCB

For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
<b>Accounts</b>											
Access/Login	3	0	0	0	0	0	0	0	3	0	3
Edit Account	1	0	0	0	0	0	0	0	1	0	6
Password Reset	0	0	0	1	0	0	0	0	1	0	8
<b>Application Support</b>											
General Info	1	0	0	0	0	0	0	0	1	0	17
Stats-SAS-Mainframe	1	0	0	0	0	1	0	0	0	0	0
<b>Email</b>											
Helix Pine Mail	1	0	0	0	0	0	0	0	1	0	5
Helix Squirrel Mail	1	0	0	0	0	0	0	0	1	0	3
<b>Helix Support</b>											
Apps/Other	3	0	0	0	0	0	0	0	3	0	4
Info/Biowulf	6	0	0	0	0	0	0	0	6	0	5
Info/General	1	0	0	0	0	0	0	0	1	0	11
<b>Grand Total:</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>5</b>

Total Tickets Closed: 18

Total Tickets Assigned/Pending/Checked Out: 1

Total Tickets Created: 19